GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:2060
ANSWERED ON:27.08.2007
SCHEME FOR DISPOSAL OF MAIL
Jha Shri Raghunath

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the Department of Post (DoP) has formulated any scheme for timely delivery of mail to the customers; and

(b) if so, the details thereof?

Answer

MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) Yes, Sir.

(b) Department of Posts had fixed norms for delivery of mail across the country, which is widely circulated for information of the public. A copy of norms for delivery is given in Annexure-I

The Department has a mechanism for monitoring of delivery efficiency across the country through live mail survey. Results of live mail survey for the last three years are given in Annexure-II and III (Urban and Rural Areas).

In addition, following measures have been taken to improve delivery efficiency:

(i) Regular monitoring of mail routing and delivery by posting Test Letters and Trial Cards.
(ii) Progressive mechanization of delivery by providing mopeds to postmen for delivery work in outlying areas of big cities.
(iii) Rationalization / restructuring of delivery with a view to deploy adequate manpower in the expanding urban conglomeration.
(iv) Surprise checks on the delivery of mails by the supervisory staff and officers.
(v) Live Mail Survey at regular intervals both in rural and urban areas to identify weak links and streamline the mail transmission and delivery system.
(vi) Regular Co-ordination meeting with Airlines, Railway and State Road Transport Authorities to sort out problems relating to transmission of mails.
(vii) Encouraging pre-sorting of mails by the bulk mailers by providing discount in postage as an incentive and new pricing policies to attract more customers.
(viii) Educating the customer for installation of mailbox on the ground floor of multistoried buildings.
(ix) Preparation of triplicate registered list in the destination mail office for bulk mailers to reduce the load on the delivery post office and to speed up delivery of such mail.
(x) To cope up with the seasonal mails, separate centers with adequate manpower are opened to give expeditious handling of such mail.
(xi) Innovative use of Pin-Codes, which have been in use in Department since 1971 for facilitating sorting and delivery.
(xii) Dedicated delivery staff are engaged exclusively for Speed Post delivery.
(xiii) In order to expedite the delivery of Speed Post articles, delivery staff in few cities have been provided with mopeds.
(xiv) Track and Trace facility is being provided through Speednet to enable the customer to find out the status of delivery of the Speed Post articles.
(xv) Same day delivery of Speed Post articles in all important towns.
(xvi) Increase in Speed Post delivery staff wherever justified.
(xvii) Increase in nodal delivery offices wherever justified.
(xviii) Bulk delivery for corporate customers being undertaken centrally from Speed Post centers through special conveyance in metros.
(xix) Regular and constant monitoring at different levels to ensure efficient delivery of Speed Post articles.